

ABSTRACT OF THE DISCLOSURE**MANAGING CALLER PROFILES ACROSS MULTIPLE HOLD QUEUES ACCORDING TO
AUTHENTICATED CALLER IDENTIFIERS**

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10 A method, system, and program for managing caller profiles
across multiple hold queues according to authenticated caller
identifiers are provided. An identity of a caller of a call
received at an on hold system is authenticated. The call is then
placed in a hold queue. A caller profile associated with the
identity of the caller is retrieved, such that services available
to the caller while on hold are specified according to the caller
profile. In particular, the caller profile is preferably
retrieved from at least one caller profile server according to
the caller identifier, where the at least one caller profile
server is accessible to multiple on hold systems. Further, the
identity of a caller may be authenticated by authenticating a
voice sample received from the caller, such that a single
20 identity for the caller may be authenticated at multiple call
centers.